

**WHAT IS CLAIMED IS:**

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1. A method for facilitating mediated virtual communication, comprising:  
receiving, by a mediation system, a communication request;  
determining, by the mediation system, a context associated with the communication  
request in response to receiving the communication request; and  
5 preparing, by the mediation system, contextual decision information in response to  
determining the context.
2. The method of claim 1 wherein:  
receiving the communication request includes receiving an inbound communication  
10 request; and  
preparing said contextual decision information includes preparing a plurality of follow-  
through actions and preparing a communication summary including a plurality of  
context components.
3. The method of claim 2, further comprising:  
transmitting the plurality of follow-through actions and the communication summary  
15 from the mediation system for reception by a mediation subscriber  
communication device;  
receiving, by the mediation system from the mediation subscriber communication device,  
a selected one of the follow-through actions; and  
20 facilitating a mediated follow-through operation based at least partially on the selected  
one of the follow-through actions.

4. The method of claim 3, wherein facilitating the mediated follow-through operation includes:  
determining a mediation subscriber behavior relating to the communication request; and  
performing the mediated follow-through operation based at least partially on the  
mediation subscriber behavior.
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5. The method of claim 3, further comprising:  
updating a data set in a mediation subscriber profile in response to receiving a follow-through action.
6. The method of claim 5 wherein updating the data set includes updating a policy data set.
- 10 7. The method of claim 5 wherein updating the data set includes updating an action history data set.
8. The method of claim 5 wherein updating the data set includes updating a communication history data set.
9. The method of claim 5 wherein updating the data set includes updating an availability history data set.
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10. The method of claim 5 wherein updating the data set includes updating a mediation activity data set.

11. The method of claim 5 wherein updating the data set includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.
- 5 12. The method of claim 1 wherein:  
receiving the communication request includes receiving an outbound communication request from the mediation system; and  
preparing said contextual decision information includes preparing a plurality of follow-through actions.
- 10 13. The method of claim 12, further comprising:  
transmitting the plurality of follow-through actions for reception by a mediation subscriber communication device;  
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and  
facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.
- 15 14. The method of claim 1 wherein determining the context includes analyzing a data set associated with a mediation subscriber profile.
- 20 15. The method of claim 14 wherein analyzing the data set includes analyzing a policy data set.
16. The method of claim 14 wherein analyzing the data set includes analyzing an action history data set.

17. The method of claim 14 wherein analyzing the data set includes analyzing a communication history data set.
  18. The method of claim 14 wherein analyzing the data set includes analyzing an availability history data set.
  19. The method of claim 14 wherein analyzing the data set includes analyzing a mediation activity data set.
  20. The method of claim 1 wherein determining the context includes determining a present availability status.
  21. The method of claim 20 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.
  22. The method of claim 20 wherein determining the present availability status includes determining the present availability status of a mediated party.
  23. The method of claim 1, further comprising:  
determining a system-imposed follow-through action; and  
facilitating a mediated follow-through operation based at least partially on the system-imposed follow-through action.
  24. The method of claim 23 wherein determining the system-imposed follow-through action includes determining a default follow-through action designated in a mediation subscriber profile.

25. The method of claim 24 wherein determining a default follow-through action includes determining a voice mailbox address.
26. The method of claim 23 wherein determining the system-imposed follow-through action includes determining a behavior-specific follow-through action.
- 5 27. The method of claim 26 wherein determining a behavior-specific follow-through action includes determining a voice mailbox address.
28. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a policy data set.
- 10 29. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing an action history data set.
30. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a communication history data set.
- 15 31. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing an availability history data set.
32. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a mediation activity data set.

33. A method for facilitating mediated virtual communication, comprising:  
receiving, by a mediation system, an inbound communication request;  
determining, by the mediation system, a context associated with the communication  
request in response to receiving the inbound communication request;  
5 preparing, by the mediation system, contextual decision information in response to  
determining the context, wherein preparing said contextual decision information  
includes preparing a plurality of follow-through actions and preparing a  
communication summary including a plurality of context components;  
transmitting the plurality of follow-through actions and the communication summary  
10 from the mediation system for reception by a mediation subscriber  
communication device;  
receiving, by the mediation system from the mediation subscriber communication device,  
a selected one of the follow-through actions; and  
facilitating a mediated follow-through operation based at least partially on the selected  
15 one of the follow-through actions.
34. The method of claim 33, wherein facilitating the mediated follow-through operation  
includes:  
determining a mediation subscriber behavior relating to the communication request; and  
performing the mediated follow-through operation based at least partially on the  
20 mediation subscriber behavior.
35. The method of claim 33, further comprising:  
updating a data set in a mediation subscriber profile in response to receiving a follow-  
through action

36. The method of claim 35 wherein updating the data set includes updating a data set selected from a group of data sets consisting of an action history data set, a communication history data set, an availability history data set, a mediation activity data set.
- 5    37. The method of claim 35 wherein updating the plurality of data sets includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.
- 10    38. The method of claim 33 wherein determining the context includes determining a present availability status.
39. The method of claim 38 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.
40. The method of claim 38 wherein determining the present availability status includes determining the present availability status of a mediated party.

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41. A method for facilitating mediated virtual communication, comprising:  
receiving, by a mediation system, an outbound communication request;  
determining, by the mediation system, a context associated with the communication  
request in response to receiving the communication request;  
5 preparing, by the mediation system, contextual decision information in response to  
determining the context, wherein preparing said contextual decision information  
includes preparing a plurality of follow-through actions;  
transmitting the plurality of follow-through actions for reception by a mediation  
subscriber communication device;  
10 receiving, by the mediation system from the mediation subscriber communication device,  
a selected one of the follow-through actions; and  
facilitating a mediated follow-through operation based at least partially on the selected  
one of the follow-through actions.
42. The method of claim 41 wherein determining the context includes analyzing a data set  
15 associated with a mediation subscriber profile.
43. The method of claim 41 wherein determining the context includes determining a present  
availability status.
44. The method of claim 44 wherein determining the present availability status includes  
determining the present availability status of a mediation subscriber.
- 20 45. The method of claim 44 wherein determining the present availability status includes  
determining the present availability status of a mediated party.

46. A method for facilitating mediated virtual communication, comprising:  
receiving, by a mediation system, a communication request;  
determining, by the mediation system, a context associated with the communication  
request in response to receiving the communication request, wherein determining  
the context includes analyzing a data set associated with a mediation subscriber  
profile and determining a present availability status; and  
preparing, by the mediation system, contextual decision information in response to  
determining the context.
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47. The method of claim 46, further comprising:  
determining a system-imposed follow-through action; and  
facilitating a mediated follow-through operation based at least partially on the system-  
imposed follow-through action.
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48. A computer program product, comprising:  
a computer program processable by a data processor to implement a mediation system;  
and  
an apparatus from which the computer program is accessible by the data processor;  
the computer program capable of enabling the data processor to:  
receive a communication request;  
determine a context associated with the communication request in response to  
receiving the communication request; and  
prepare contextual decision information in response to determining the context.
49. The computer program product of claim 48 wherein the computer program is further  
capable of enabling the data processor to:  
receive the communication request includes enabling the data processor to receive an  
inbound communication request; and  
preparing said contextual decision information includes enabling the data processor to  
prepare a plurality of follow-through actions and to prepare a communication  
summary including a plurality of context components.
50. The computer program product of claim 49 wherein the computer program is further  
capable of enabling the data processor to:  
transmit the plurality of follow-through actions and the communication summary from  
the data processor for reception by a mediation subscriber communication device;  
receive, by the data processor from the mediation subscriber communication device, a  
selected one of the follow-through actions; and  
facilitate a mediated follow-through operation based at least partially on the selected one  
of the follow-through actions.

51. The computer program product of claim 50 enabling the data processor to facilitate the mediated follow-through operation includes enabling the data processor to:  
determine a mediation subscriber behavior relating to the communication request; and  
perform the mediated follow-through operation based at least partially on the mediation  
subscriber behavior.
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52. The computer program product of claim 50 wherein the computer program is further capable of enabling the data processor to:  
update a data set in a mediation subscriber profile in response to receiving a follow-through action.
- 10 53. The computer program product of claim 52 wherein enabling the data processor to update the data set includes enabling the data processor to update a data set selected from a group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.
- 15 54. The computer program product of claim 52 wherein enabling the data processor to update the data set includes enabling the data processor to archive information associated with the communication request; archive an availability status associated with the communication request and archive a selected follow-through action associated with the inbound communication.
- 20 55. The computer program product of claim 48 wherein the computer program is further capable of enabling the data processor to:  
receive a communication request includes enabling the data processor to receive an outbound communication request; and  
prepare said contextual decision information includes enabling the data processor to prepare a plurality of follow-through actions.
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56. The computer program product of claim 55 wherein the computer program is further capable of enabling the data processor to:  
transmit the plurality of follow-through actions for reception by a mediation subscriber communication device;  
5 receive, by the data processor from the mediation subscriber communication device, a selected one of the follow-through actions; and  
facilitate a mediated follow-through operation based at least partially on the selected one of the follow-through actions.
57. The computer program product of claim 48 wherein enabling the data processor to determine the context includes enabling the data processor to analyze a data set associated with a mediation subscriber profile.  
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58. The computer program product of claim 57 wherein enabling the data processor to analyze the data set includes enabling the data processor to analyze a data set selected from the group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.  
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59. The computer program product of claim 48 wherein enabling the data processor to determine the context includes enabling the data processor to determine a present availability status.  
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60. The computer program product of claim 59 wherein enabling the data processor to determine the present availability status includes enabling the data processor to determine the present availability status of a mediation subscriber.

- 61. The computer program product of claim 59 wherein enabling the data processor to determine the present availability status includes enabling the mediation to determine the present availability status of a mediated party.
  - 62. The computer program product of claim 48 wherein the computer program is further capable of enabling the data processor to:
    - determine a system-imposed follow-through action; and
    - facilitate a mediated follow-through operation based at least partially on the system-imposed follow-through action.
  - 63. The computer program product of claim 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a default follow-through action designated in a mediation subscriber profile.
  - 64. The computer program product of claim 63 wherein enabling the data processor to determine a default follow-through action includes enabling the data processor to determine a voice mailbox address.
  - 65. The computer program product of claim 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a behavior-specific follow-through action.
  - 66. The computer program product of claim 65 wherein enabling the data processor to determine a behavior-specific follow-through action includes enabling the data processor to determine a voice mailbox address.

67. The computer program product of claim 65 wherein enabling the data processor to determine the behavior-specific follow-through action includes enabling the data processor to analyze a data set selected from a group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.

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68. A computer program product, comprising:  
a computer program processable by a data processor to implement a mediation system;  
and  
an apparatus from which the computer program is accessible by the data processor;  
the computer program capable of enabling the data processor to:  
receive a communication request;  
determine a context associated with the communication request in response to  
receiving the inbound communication request;  
prepare contextual decision information in response to determining the context,  
wherein preparing said contextual decision information includes preparing  
a plurality of follow-through actions and preparing a communication  
summary including a plurality of context components;  
transmit the plurality of follow-through actions and the communication summary  
from the data processor for reception by a mediation subscriber  
communication device;  
receive, by the data processor from the mediation subscriber communication  
device, a selected one of the follow-through actions; and  
facilitate a mediated follow-through operation based at least partially on the  
selected one of the follow-through actions.

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69. A system for facilitating mediated virtual communication, comprising:  
a system to connect to a data packet network and to a voice network, the system to:  
receive a communication request;  
determine a context associated with the communication request in response to  
receive the communication request; and  
preparing contextual decision information in response to determining the context.
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70. The system of claim 68 wherein:  
the mediation system includes a data packet client and a computer-telephone interface  
client; the data packet network includes a data packet server;  
the voice network includes a computer-telephone interface sever and an interactive  
voice response system connected to the computer-telephone interface; and  
the mediation system is to:  
facilitate data packet-based communication with a mediation subscriber for preparing said  
contextual decision information;  
facilitate voice-based communication with a mediated party for transmitting a follow-  
through action associated with said contextual decision information to the  
mediated party.
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